

<b>31. Measurement</b>	
Average Delay Days For Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> <li>• No Field Work (NFW) Orders.</li> </ul>	
<b>Business Rules:</b>	
Includes orders missed due to Company reasons other than lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\Sigma(\text{Completion date} - \text{due date})}{\text{(total completed orders with a Ameritech caused missed due date due to lack of facilities)}}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE Combo Parity compared to Ameritech (N, T, and C order types).	

<b>32. Measurement</b>	
Average Delay Days For Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> <li>• Company delayed orders as a result of lack of facilities.</li> </ul>	
<b>Business Rules:</b>	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• No Field Work (NFW)</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• No Field Work (NFW)</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{due date}) +$ (total completed orders with a Ameritech caused missed due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium Tier 2 – None	
<b>Benchmark:</b>	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)	

<b>33. Measurement</b>	
Percent Ameritech Caused Missed Due Dates > 30 days	
<b>Definition:</b>	
Percent of orders where installation was completed greater than 30 days following the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• No Field Work (NFW)</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• No Field Work (NFW)</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders completed greater than 30 calendar days following the due date ÷ total orders completed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).	

**34. Measurement**

Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech

**Definition:**

The total number of orders that were cancelled by the CLEC after the order due date. Only orders cancelled with Ameritech missed codes are included.

**Exclusions:**

- CLEC delayed orders.
- Orders that are not N, T, or C.

**Business Rules:**

Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.

**Levels of Disaggregation:**

Geographic, per State Agreements  
POTS

- Business class of service
- Residence class of service

UNE Combos (UNE P)

- Business class of service
- Residence class of service

The count will be divided into the following days past due groupings:

- 1-30
- 31-90
- > 90.

**Calculation:**

# of orders cancelled after the Due Date

**Report Structure:**

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

**Measurement Type:**

Tier 1 – None  
Tier 2 – None

**Benchmark:**

Parity with Ameritech Retail. The critical z allowance does not apply on this measurement only. Diagnostic. No benchmark required.

<b>34.1 Measurement</b>	
Average Delay Days for Ameritech Caused Canceled Orders	
<b>Definition:</b>	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC delayed orders.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combos (UNE P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(total number of delay days)/ total canceled orders Delay Days are defined as (complete date – due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

<b>35. Measurement</b>	
Percent Trouble Reports Within 30Days (1- 30) of Installation	
<b>Definition:</b>	
Percent of N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.</li> <li>• Disposition code "11", "12", &amp; "13" reports (excludable reports).</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> <li>• Trouble report received on the due date before service order completion.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes trouble reports received the day after Ameritech personnel complete the service order through 10 calendar days after completion.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• No Field Work (NFW)</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Field Work (FW)</li> <li>• No Field Work (NFW)</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
( # of orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)	

<b>36. Measurement</b>	
Percent No Access (Service Orders With No Access)	
<b>Definition:</b>	
Percent of Field Work (FW) orders with a status of "No Access."	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-caused misses. (SL – customer requests later date, SO – other customer reasons, SR - customer not ready).</li> <li>• All orders that are not N, T, or C.</li> <li>• No Field Work.</li> </ul>	
<b>Business Rules:</b>	
Ameritech personnel set the "No Access" flag when access cannot be obtained to the customer's premises. Order must be Completed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of orders that are No Access ÷ Total Field Work orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, and C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, and C order types).	

## Maintenance

<b>37. Measurement</b>	
Trouble Report Rate	
<b>Definition:</b>	
The number of customer trouble reports per 100 lines.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> <li>• All disposition "11", "12", &amp; "13" reports (excludable reports) , with the exception of code 1316, unless the report is taken prior to the completion of the service order.</li> </ul>	
<b>Business Rules:</b>	
CLEC and Ameritech repair reports are entered into and tracked via WFA or LMOS. Reports are counted in the month they are closed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left[ \frac{\text{\# of customer trouble reports}}{\text{(total lines in service} \div 100)} \right]$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.	



**38. Measurement****Percent Missed Repair Commitments****Definition:**

Percent of trouble reports not cleared by the commitment time due to Ameritech reasons.

**Exclusions:**

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Reports caused by customer provided equipment (CPE) or wiring.
- All disposition code "11", "12", & "13" reports (excludable reports).

**Business Rules:**

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that Ameritech personnel clear the repair activity and complete the trouble report. If this is after the commitment time, the report is flagged as a "Missed Commitment." Reports are counted in the month they are closed.

**Levels of Disaggregation:**

Geographic, per State Agreements  
POTS

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch

UNE Combo (UNE P)

- Dispatch
- No Dispatch
- Business class of service
- Residence class of service

**Calculation:**

$$\frac{(\# \text{ of trouble reports not cleared by the commitment time} \div \text{total trouble reports}) * 100}{}$$

**Report Structure:**

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

**Measurement Type:**

Tier 1 – High  
Tier 2 – High

**Benchmark:**

POTS – Parity with Ameritech Retail.  
UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.

<b>39. Measurement</b>	
Receipt To Clear Duration	
<b>Definition:</b>	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> <li>• Disposition code "11", "12", &amp; "13" reports (excludable reports).</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the date and time Ameritech receives a trouble report. The clock stops on the date and time that Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> <li>• Dispatch</li> <li>• No Dispatch</li> <li>• Affecting Service</li> <li>• Out of Service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Dispatch</li> <li>• No Dispatch</li> <li>• Affecting Service</li> <li>• Out of Service</li> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{\sum[(\text{Date and time Ameritech clears trouble report}) - (\text{Date and time trouble report is received})] \div \text{Total customer trouble reports}}{1}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	

**Benchmark:**

Resale POTS Dispatch parity compared to Ameritech Dispatch (N, T, C order types) and No Dispatch compared to Ameritech Retail No Dispatch (N, T, C order types). UNE Combo Dispatch Parity compared to Ameritech Dispatch(N, T, C order types) and No Dispatch compared to Ameritech Retail No Dispatch(N, T, C order types).

**40. Measurement**

Percent Out Of Service (OOS) < 24 Hours

**Definition:**

Percent of OOS trouble reports cleared in less than 24 hours.

**Exclusions:**

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "11", "12", & "13" reports (excludable reports).
- Affecting Service reports.
- Reports caused by customer provided equipment (CPE) or wiring.

**Business Rules:**

- Utilize state specific Business Rule or Standard clock hours as appropriate.

**Levels of Disaggregation:**

Geographic, per State Agreements

POTS

- Business class of service
- Residence class of service

UNE Combo (UNE P)

- Business class of service
- Residence class of service

**Calculation:**

$$\frac{(\# \text{ of OOS trouble reports} < 24 \text{ hours})}{\div \text{ total OOS trouble reports}} * 100$$

**Report Structure:**

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

**Measurement Type:**

Tier 1 – Medium

Tier 2 – None

**Benchmark:**

POTS – Parity with Ameritech Retail.

UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.

<b>41. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percent of customer trouble reports received within 30 calendar days of a previous customer report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Disposition code "11", "12", &amp; "13" reports (excludable reports).</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> </ul>	
<b>Business Rules:</b>	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business "11	

<b>42. Measurement</b>	
Percent No Access (Percent of Trouble Reports with No Access)	
<b>Definition:</b>	
Percentage of dispatched customer trouble reports with a status of "No Access."	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Subsequent reports. A subsequent report is one that is received while an existing repair report is open.</li> <li>• Disposition code "11", "12", &amp; "13" reports (excludable reports).</li> <li>• Reports caused by customer provided equipment (CPE) or wiring.</li> <li>• Reports that are not dispatched.</li> </ul>	
<b>Business Rules:</b>	
Ameritech personnel set the "No Access" flag when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements POTS <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul> UNE Combo (UNE P) <ul style="list-style-type: none"> <li>• Business class of service</li> <li>• Residence class of service</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of trouble reports with a status of "No Access" ÷ Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.	

# **RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY Ameritech (EXCLUDES "ACCESS" ORDERS)**

## **Provisioning**

<b>43. Measurement</b>
Average Installation Interval
<b>Definition:</b>
Average business days from application date to completion date for N, T, and C orders.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> <li>• Circuits that have a customer requested Due Date greater than 20 business days.</li> <li>• Official company service from Retail.</li> <li>• </li> <li>• Orders where CLECs are charged expedite charges</li> <li>• Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as &gt; 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as &gt; 100 lines, trunks, circuits, and/or telephone numbers.</li> </ul>
<b>Business Rules:</b>
<p>The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.</p> <p><b>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</b></p>
<b>Levels of Disaggregation:</b>
<p>Geographic, per State Agreements</p> <ul style="list-style-type: none"> <li>• Resold Specials <ul style="list-style-type: none"> <li>- DDS</li> <li>- DS1</li> <li>- DS3</li> <li>- Voice Grade Private Line (VGPL)</li> <li>- ISDN BRI</li> <li>- ISDN PRI</li> <li>- Any other services available for resale.</li> </ul> </li> <li>• UNE Loop and Port <ul style="list-style-type: none"> <li>- ISDN BRI</li> <li>- ISDN PRI</li> <li>- Other combinations</li> </ul> </li> </ul>

**Illinois**

<b>Calculation:</b>	<b>Report Structure:</b>
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total circuits completed})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>44. Measurement</b>	
Percent Installations Completed Within 20 Calendar Days	
<b>Definition:</b>	
Percent installations completed within 20 calendar days.	
<b>Exclusions:</b>	
See Measurement No. 43	
<b>Business Rules:</b>	
See Measurement No. 43	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of circuits installed within 20 calendar days ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	



<b>45. Measurement</b>	
Percent Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date as a result of an Ameritech caused missed due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> <li>• Official company service from Retail.</li> </ul>	
<b>Business Rules:</b>	
This includes items completed after the Due Date, due to an Ameritech reason. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of circuits with Ameritech caused missed due dates ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>46. Measurement</b>	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
<b>Definition:</b>	
Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> <li>• Trouble report received on the due date before service order completion.</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is flagged in WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
[# of circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total circuits installed] * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>47. Measurement</b>	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as a missed due date.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• See Measurement No. 43.</li> <li>• Reported for &gt; 30 calendar days &amp; &gt; 90 calendar days.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>48. Measurement</b>	
Average Delay Days for Missed Due Dates Due to Lack Of Facilities	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed circuits due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\text{Total completed circuits with Ameritech caused missed due dates due to lack of facilities})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>49. Measurement</b>	
Average Delay Days For Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed circuits.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\text{Total completed circuits with a Ameritech caused missed due date})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>50. Measurement</b>	
Percent Ameritech Caused Missed Due Dates > 30 days	
<b>Definition:</b>	
Percentage of circuits where installation was completed greater than 30 days following the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC-caused misses</li> <li>• UNE and Interconnection Trunks.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all Specials.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of circuits completed greater than 30 days following the due date ÷ total installed circuits) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>51. Measurement</b>	
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	
<b>Definition:</b>	
The total number of orders that were cancelled by the CLEC after the order due date. Only orders cancelled with Ameritech missed codes are included.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk.</li> <li>• Orders that are not N, T, or C.</li> <li>• CLEC delayed orders.</li> </ul>	
<b>Business Rules:</b>	
Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• See Measurement No. 43.</li> </ul> <p>The count will be divided into the following days past due groupings:</p> <ul style="list-style-type: none"> <li>• 1-30</li> <li>• 31-90</li> <li>• &gt; 90</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
# of orders cancelled after the Due Date	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail. The critical z allowance does not apply on this measurement only. Diagnostic. No benchmark required.	

<b>51.1 Measurement</b>	
Average Delay Days for Ameritech Caused Canceled Orders	
<b>Definition:</b>	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk.</li> <li>• Orders that are not N, T, or C.</li> <li>• CLEC delayed orders.</li> </ul>	
<b>Business Rules:</b>	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
See Measure 51	
<ul style="list-style-type: none"> <li>• Resale Specials</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(total number of delay days)/ total canceled orders Delay Days are Defined as (complete date – due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	
Diagnostic. No benchmark required.	



## Maintenance

<b>52. Measurement</b>	
Mean Time To Restore	
<b>Definition:</b>	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk.</li> <li>• No Access Time.</li> <li>• Delayed Maintenance Time.</li> </ul>	
<b>Business Rules:</b>	
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>53. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunk</li> </ul>	
<b>Business Rules:</b>	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>54. Measurement</b>	
Failure Frequency	
<b>Definition:</b>	
The number of network customer trouble reports within a calendar month per 100 circuits.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• UNE and Interconnection Trunks</li> </ul>	
<b>Business Rules:</b>	
CLEC and Ameritech repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.	
<b>Levels of Disaggregation:</b>	
See Measurement No. 43	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of network trouble reports ÷ Total in service circuits) ÷ 100)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

## UNBUNDLED NETWORK ELEMENTS (UNES)

### Provisioning

<b>55. Measurement</b>
Average Installation Interval
<b>Definition:</b>
Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> <li>• CLEC requested due dates greater than "X" business days as set out below.</li> <li>• CLEC caused misses.</li> <li>•</li> <li>• Orders where CLECs are charged expedite charges</li> <li>• Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as &gt; 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as &gt; 100 lines, trunks, circuits, and/or telephone numbers.</li> </ul>
<b>Business Rules:</b>
<p>The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).</p> <p><b>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</b></p>

**Levels of Disaggregation:**

- 2 Wire Analog (1-10)
- 2 Wire Analog (11-20)
- 2 Wire Analog (20+)
- 2 Wire Digital (1-10)
- 2 Wire Digital (11-20)
- 2 Wire Digital (20+)
- 2 Wire INP (1-10)
- 2 Wire INP (11-20)
- 2 Wire INP (20+)
- DS1 loop(includes PRI)
- Switch Ports – Analog Port
- Switch Ports – BRI Port (1-50)
- Switch Ports – BRI Port (50+)
- Switch Ports – PRI Port (1-20)
- Switch Ports – PRI Port (20+)
- DS1 Trunk Port (1 to 10)
- DS1 Trunk Port (11 to 20)
- DS1 Trunk Port (20+)
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10)
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20)
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types

**Calculation:**

$$[\Sigma(\text{Completion Date} - \text{Application Date})] \div (\text{Total items completed})$$
**Report Structure:**

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

**Measurement Type:**

Tier 1 – None

Tier 2 – None

**Benchmark:****Parity:**

2 Wire Analog

2 Wire Digital

2 Wire INP

DS1 Loop (includes PRI)

Switch Ports - Analog Port

Switch Ports BRI Port

Switch Ports PRI Port

DS1 Trunk Port

Dedicated Transport(DS0, DS1, and DS3)

**Retail Comparison:**

POTS (Res/Bus FW)

ISDN BRI

Ameritech does not offer INP

DSI &amp; ISDN PRI

VGPL

ISDN BRI

ISDN PRI

VGPL

DS1, &amp; DS3

The critical z allowance does not apply on this measurement only.

<b>55.1. Measurement</b>	
Average Installation Interval - DSL	
<b>Definition:</b>	
Average calendar days from application date to completion date for N, T, and C orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Orders that are not N, T, or C.</li> <li>• CLEC requested due dates greater than the offered interval.</li> <li>• CLEC caused misses.</li> <li>• </li> <li>• Orders where CLECs are charged expedite charges</li> </ul>	
<b>Business Rules:</b>	
<p>The Application Date is the day that the CLEC authorizes Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, Ameritech will initiate the service order when the loop qualification is returned from Ameritech engineering but the date the order was received will be the application date. If conditioning is required, Ameritech will reject the order back to the CLEC and wait for a supplement from the CLEC notifying Ameritech of the appropriate action to take. If the CLEC supplements the DSL order, Ameritech will issue the order and the application date will be the date that Ameritech receives the supplement. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.</p> <p><u>If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.</u></p>	
<b>Levels of Disaggregation:</b>	
<p>Geographic, per State Agreements</p> <p>Loops requiring conditioning</p> <ul style="list-style-type: none"> <li>• <u>Line Sharing</u></li> <li>• <u>No Line Sharing</u></li> </ul> <p>Loops requiring no conditioning</p> <ul style="list-style-type: none"> <li>• <u>Line Sharing</u></li> <li>• <u>No Line Sharing</u></li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$[\Sigma(\text{Completion Date} - \text{Application Date})] \div (\text{Total items completed})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
<p>Tier 1 – High</p> <p>Tier 2 – High</p>	

**Benchmark:**

- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
- Loops with line sharing – Parity

**55.2 Measurement (New Measure)****Average Installation Interval for Loop With LNP****Definition:**

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

**Exclusions:**

- Specials and Interconnection Trunks
- Excludes UNE Combinations captured in the POTS or Specials measurements
- Excludes orders that are not N, T, or C
- Excludes customer requested due dates greater than "X" business days. X is defined as follows:

<b>Non-CHC</b>	<b><u>Std. Interval</u></b>	<b><u>"X" Days</u></b>
▪ Loop with LNP (1-10) –	3 days	4 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days
<b>CHC</b>		
▪ Loop with LNP (1-10) –	5 days	6 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days

- Excludes customer caused misses
- NPAC caused delays unless caused by Ameritech
- Orders where CLECs are charged expedite charges

**Business Rules:**

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that Ameritech personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.



<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements CHC <ul style="list-style-type: none"> <li>▪ Loop with LNP (1-10)</li> <li>▪ Loop with LNP (11-20)</li> <li>▪ Loop with LNP (21+)</li> </ul> Non CHC <ul style="list-style-type: none"> <li>▪ Loop with LNP (1-10)</li> <li>▪ Loop with LNP (11-20)</li> <li>▪ Loop with LNP (21+)</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Diagnostic	

<b>56. Measurement</b>
Percent Installations Completed Within "X" Days
<b>Definition:</b>
Percent installations completed within "X" business days.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> <li>• CLEC requested due dates greater than "X" business days as set out in benchamrk.</li> <li>• CLEC caused misses.</li> <li>• Orders where CLECs are charged expedite charges</li> <li>• Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as &gt; 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as &gt; 100 lines, trunks, circuits, and/or telephone numbers.</li> </ul>
<b>Business Rules:</b>
See Measurement No. 55.
<b>Levels of Disaggregation:</b>
<p>Geographic, per State Agreements</p> <ul style="list-style-type: none"> <li>• 2 Wire Analog (1-10)</li> <li>• 2 Wire Analog (11-20)</li> <li>• 2 Wire Analog (20+)</li> <li>• 2 Wire Digital (1-10)</li> <li>• 2 Wire Digital (11-20)</li> <li>• 2 Wire Digital (20+)</li> <li>• 2 Wire INP (1-10)</li> <li>• 2 Wire INP (11-20)</li> <li>• 2 Wire INP (20+)</li> <li>• DS1 loop(includes PRI)</li> <li>• Switch Ports – Analog Port</li> <li>• Switch Ports – BRI Port (1-50)</li> <li>• Switch Ports – BRI Port (50+)</li> <li>• Switch Ports – PRI Port (1-20)</li> <li>• Switch Ports – PRI Port (20+)</li> <li>• DS1 Trunk Port (1 to 10)</li> <li>• DS1 Trunk Port (11 to 20)</li> <li>• DS1 Trunk Port (20+)</li> <li>• Dedicated Transport (DS0, DS1, and DS3) (1 to 10)</li> <li>• Dedicated Transport (DS0, DS1, and DS3) (11 to 20)</li> <li>• Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB</li> </ul>

Calculation:	Report Structure:
(# of items installed within "X" business days ÷ total items) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
<b>Parity:</b>  2 Wire Analog 2 Wire Digital 2 Wire INP DSI Loop (includes PRI) Switch Ports - Analog Port Switch Ports BRI Port Switch Ports PRI Port DS1 Trunk Port Dedicated Transport(DS0, DS1, and DS3)	<b>Retail Comparison:</b>  POTS (Res/Bus FW) ISDN BRI Ameritech does not offer INP DSI & ISDN PRI VGPL ISDN BRI ISDN PRI VGPL DS1, & DS3

<b>57. Measurement</b>	
Average Response Time for Loop Make-Up Information	
<b>Definition:</b>	
The average time required to provide loop qualification for ADSL.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• ADSL.</li> <li>• Other DSL as required.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) / \text{Total loop qualifications}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – Medium	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>58. Measurement</b>	
Percent Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Percentage of items where installations are not completed by the negotiated due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> <li>• CLEC caused misses.</li> <li>• Orders that are covered in Facility Modification Missed Due Date measure (WI #8)</li> </ul>	
<b>Business Rules:</b>	
<p>This includes items completed after the Due Date, due to an Ameritech reason.</p> <p>This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.</p>	
<b>Levels of Disaggregation:</b>	
See benchmark.	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs with missed due dates ÷ total items installed ) *100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
<p>Tier 1 – High</p> <p>Tier 2 – High</p>	

**Benchmark:**

Parity:	Retail Comparison:
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Res/Bus and FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN BRI
4. ISDN BRI Port	ISDN BRI
5. DS1 Loop with Test Access	DS1 & ISDN PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops w/ Line Sharing	
14. DSL Loops w/out Line Sharing	Parity with Ameritech Affiliate 5% (No critical z-value applies ) for PM 58
Parity with Ameritech Affiliate for other PMs if not otherwise noted in the specific PM	

<b>59. Measurement</b>	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
<b>Definition:</b>	
Percentage of items that receive a network customer trouble report within 30 calendar days of service order completion.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Trouble report received on the due date before service order completion.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an "add" in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements See Benchmark.	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs that receive a network customer trouble report within 30 calendar days of service order completion ÷ total items installed ) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
See Measurement 58 except as follows: (DSL Loops – No Line Sharing                      6% (No critical z-value applies))	

<b>60. Measurement</b>	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Percentage of items with missed committed due dates due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes order with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements <ul style="list-style-type: none"> <li>• See Benchmark</li> </ul> Reported for > 30 calendar days & > 90 calendar days	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 58.	



<b>61. Measurement</b>	
Average Delay Days for Missed Due Dates Due To Lack Of Facilities	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed items due to lack of facilities.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements	
<ul style="list-style-type: none"> <li>• See Benchmark.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{UNE (8db loops are measured at the order level) due date}) \div (\text{total closed items with Ameritech caused missed due dates due to lack of facilities})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 58	

<b>62. Measurement</b>	
Average Delay Days For Ameritech Caused Missed Due Dates	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed items.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• UNE Combos captured in the POTS or Specials measurements.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements See Benchmark .	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion date} - \text{UNE due date} \div (\text{total closed items with Ameritech caused missed due dates}))$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 58 except as follows:	
DSL Loops – No Line Sharing	6.5 Days (No Critical z value applies)

<b>63. Measurement</b>	
Percent Ameritech Caused Missed Due Dates > 30 days	
<b>Definition:</b>	
Percentage of items where installation was completed greater than 30 days following the due date.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• CLEC-caused misses.</li> </ul>	
<b>Business Rules:</b>	
Geographic, per State Agreements See Measurement No. 58	
<b>Levels of Disaggregation:</b>	
See Benchmark.	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of UNEs completed greater than 30 days following the due date ÷ total items) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
See Measurement No. 58	

<b>64. Measurement</b>	
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	
<b>Definition:</b>	
A count of the total number of orders that were cancelled after the order due date. Only orders cancelled with Ameritech missed codes are included.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC delayed orders.</li> <li>• Orders that are not N, T, or C.</li> </ul>	
<b>Business Rules:</b>	
Includes orders that are cancelled by the CLEC after the negotiated due date and prior to completion.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements See Measure #58. The count will be divided into the following days past due groupings: <ul style="list-style-type: none"> <li>• 1-30</li> <li>• 31-90</li> <li>• &gt; 90</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
# of orders cancelled after the Due Date	Reported for individual CLECs ,the aggregate of all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail. The critical z allowance does not apply on this measurement only. Diagnostic. No benchmark required.	

**64.1 Measurement**

Average Delay Days for Ameritech Caused Canceled Orders - UNE

**Definition:**

Average calendar days from due date to Cancel date on company missed orders.  
Only orders cancelled with Ameritech missed codes are included.

**Exclusions:**

- CLEC delayed orders.
- Orders that are not N, T, or C.

**Business Rules:**

Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.

**Levels of Disaggregation:**

- See measure 64
- UNE

**Calculation:**

(total number of delay days)/ total  
canceled orders  
Delay Days are Defined as (complete  
date – due date)

**Report Structure:**

Reported for CLEC, all CLECs,  
Ameritech, and Ameritech Affiliate.

**Measurement Type:**

Tier 1 – None  
Tier 2 – None

**Benchmark:**

Parity with Ameritech Retail.  
Diagnostic. No benchmark required.

## Maintenance

<b>65. Measurement</b>	
Trouble Report Rate	
<b>Definition:</b>	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> </ul>	
<b>Business Rules:</b>	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements See Benchmark	
<b>Calculation:</b>	<b>Report Structure:</b>
$\left[ \frac{\text{\# of network trouble reports}}{\text{Total UNEs in service} \div 100} \right]$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	

**Benchmark:**Parity:Retail Comparison:

1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Bus FW)
The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN BRI
4. ISDN BRI Port	ISDN BRI
5. DS1 Loop with Test Access	DS1 & ISDN PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops w/ Line Sharing	Ameritech Affiliate
14. DSL Loops w/out Line Sharing	3% (No Critical z applies.)
15. Interconnection Trunks	Inter-office Trunks

<b>66. Measurement</b>	
Percent Missed Repair Commitments	
<b>Definition:</b>	
Percentage of trouble reports not cleared by the commitment time due to Ameritech reasons.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• All Combos other than 8db loops.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> </ul>	
<b>Business Rules:</b>	
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. Reports are counted the month they are closed.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements 2-Wire Analog 8dB Loop. DSL line sharing	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech POTS Business FW for 2-Wire Analog 8dB Loop. Parity with Ameritech Affiliate for DSL line sharing.	



<b>67. Measurement</b>	
Mean Time To Restore	
<b>Definition:</b>	
Average duration of network CLEC trouble reports from the receipt of the CLEC trouble report to the time the trouble report is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• See Measurement No. 65.</li> <li>• No Access Time.</li> <li>• Delayed Maintenance Time.</li> </ul>	
<b>Business Rules:</b>	
The start time is when the report is received. The stop time is when the report is cleared in WFA.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements	
<ul style="list-style-type: none"> <li>• See Benchmark.</li> <li>• Dispatch / No Dispatch.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
See Measurement No. 58. Except as follows:	
DSL Loops with Line Sharing – Parity	
DSL Loops with no Line Sharing –9.0 hours (critical z-value does not apply)	

<b>68. Measurement</b>	
Percent Out Of Service (OOS) < "24" Hours	
<b>Definition:</b>	
Percentage of OOS trouble reports cleared in less than 24 hours.	
<b>Exclusions:</b>	
See Measurement No. 66.	
<b>Business Rules:</b>	
The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements	
<ul style="list-style-type: none"> <li>• 2-Wire Analog 8dB Loop.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech POTS Business and Residence combined.	

<b>69. Measurement</b>	
Percent Repeat Reports	
<b>Definition:</b>	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Specials and Interconnection Trunks.</li> <li>• Non-measured reports (CPE, Interexchange, and Information reports).</li> </ul>	
<b>Business Rules:</b>	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
<b>Levels of Disaggregation:</b>	
Geographic, per State Agreements See Benchmark.	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
See Measurement No. 58. Except as follows: DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing –12.0% hours (Critical z-value does not apply)	

# INTERCONNECTION TRUNKS

<b>70. Measurement:</b>	
Percentage of Trunk Blockage (Call Blockage)	
<b>Definition:</b>	
Percentage of calls blocked on outgoing traffic from Ameritech end office to CLEC end office and from Ameritech tandem to CLEC end office.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Weekends and Holidays</li> <li>• If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.</li> <li>• Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.</li> <li>• If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Ameritech or in the timeframe specified in the ICA.</li> <li>• If CLEC fails to provide a forecast.</li> <li>• If CLEC's actual trunk usage, as shown by Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.</li> </ul> <p>The exclusions do not apply if Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p>	
<b>Business Rules:</b>	
Blocked calls and total calls are gathered during the official 20 day study month.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• The Ameritech end office to CLEC end office.</li> <li>• Ameritech tandem to CLEC end office trunk blockage will be reported separately.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$(\# \text{ of blocked calls} \div \text{total calls offered}) * 100$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier-1 High	
Tier-2 High	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>70.1 Measurement: (New Measure)</b>	
Trunk Blockage Exclusions	
<b>Definition:</b>	
Number of calls blocked on outgoing traffic from AIT end office to CLEC end office and from AIT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Business Rules</b>	
Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply. See PM 70 for list of the exclusions.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• By Market Region.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Count of Excluded blocked calls	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier-1 None	
Tier-2 None	
<b>Benchmark:</b>	
Diagnostic	

**70.2 Measurement: (New Measure)****Percentage of Trunk Blockage (Trunk Groups)****Definition:**

Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from Ameritech end office to CLEC end office, and from Ameritech tandem office to CLEC end office. This measure is evaluated using a three month rolling average of trunk group blockage. (This measure is only valid if a CLEC has 20 or more trunk groups.)

**Exclusions:**

If CLECs have more than 10% of the trunks of a particular TG busied-out for maintenance at their end, that TG will be excluded from that month's calculations.

A TG may be excluded from the calculations for a particular month if AT&T is found to be not ready for turn-up on the negotiated Due Date in 3 consecutive instances within the month.

If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days when a Call Blocking situation is identified in a Final Trunk Group by Ameritech or in the timeframe specified in the ICA, (Article 4.3.13) the TG in question may be excluded from the calculations for that particular month.

If CLEC fails to provide a forecast for a particular TG, that TG will be excluded from calculations until a forecast is provided.

If CLECs actual "trunks required" calculation, as shown by Ameritech from traffic usage studies, is more than 150% of CLEC's forecast for the TG in question, which was delivered to Ameritech 6 months prior, unless a different timeframe is specified in an interconnection agreement., that particular TG may be excluded from the calculations for that particular month.

New trunk groups that have not been in service for six months may be excluded from calculations for that 6 month period. Nevertheless, utilization data will be gathered upon turn-up of the TG.

- The exclusions do not apply if Ameritech fails to timely provide the CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refused to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's forecast regardless of what the current usage data is.

**Business Rules:**

- Blocked calls and total calls are gathered on all reportable trunk groups during the official 20 day study month. Busy hour statistics are determined for reporting purposes.

**Levels of Disaggregation:**

- Ameritech end office to CLEC end office.
- Ameritech tandem to CLEC end office.

**Calculation:**

(# of trunk groups exceeding 1% blocking for each of three consecutive months / total # trunk groups in service).

**Report Structure:**

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliates.

**Measurement Type:**

Tier-1 None

Tier-2 None

**Benchmark:**

Diagnostic.

99% of trunk groups not exceeding 1% blocking for three consecutive months, as a rolling average, with no single TG exceeding 1% blocking for more than 1 month.

<b>71. Measurement:</b>	
Common Transport Trunk Blockage	
<b>Definition:</b>	
Percentage of local common transport trunk groups exceeding 2% blockage.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>No data is collected on weekends.</li> </ul>	
<b>Business Rules:</b>	
Blocked calls and total calls are gathered during the official 20 day study for intraLATA traffic month.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>Common trunk groups where CLECs share ILEC trunks</li> <li>Common trunk groups for CLECs not shared by ILEC.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier-1 None	
Tier-2 High	
<b>Benchmark:</b>	
State Standard of 3% or parity, whichever allows less blocking in a given month.	



<b>72. Measurement</b>	
Distribution Of Common Transport Trunk Groups > 2%	
<b>Definition:</b>	
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
See Measurement No. 71.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Levels of Blocking equal to 2-2.99%</li> <li>• Levels of Blocking equal to 3-3.99%</li> <li>• Levels of Blocking equal to 4-5.99%</li> <li>• Levels of Blocking equal to 6-9.99%</li> <li>• Levels of Blocking equal 10% or greater</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
# of trunk groups exceeding the threshold contained in the levels of Disaggregation.	Reported on local common transport trunk groups and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Aggregate measurement. No benchmark required.	

<b>73. Measurement</b>	
Percentage Missed Due Dates – Interconnection Trunks	
<b>Definition:</b>	
Percentage of trunk order due dates missed on interconnection trunks.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC Caused Misses.</li> </ul>	
<b>Business Rules:</b>	
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 911</li> <li>• OS/DA</li> <li>• SS7</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of trunk circuits missed ÷ total trunk circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Medium	
Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Interoffice Facility Trunks.	

<b>74. Measurement</b>	
Average Delay Days For Missed Due Dates – Interconnection Trunks	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed interconnection trunk orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC Caused Misses.</li> </ul>	
<b>Business Rules:</b>	
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• 911</li> <li>• OS/DA</li> <li>• SS7</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\sum (\text{Completion date} - \text{committed circuit due date}) \div (\text{Total completed trunk circuits with missed Due Dates})$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Interoffice Facility Trunks.	

**75. Measurement:**

Percentage Ameritech Caused Missed Due Dates &gt; 30 Days – Interconnection Trunks

**Definition:**

Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 days following the due date.

**Exclusions:**

- Excludes CLEC-caused Misses.

**Business Rules:**

See Measurement No. 74

**Levels of Disaggregation:**

- 911
- OS/DA
- SS7
- Interconnection Trunks

**Calculation:**

(# of interconnection trunk circuits completed greater than 30 days following the due date ÷ total installed interconnection trunk circuits) \* 100.

**Report Structure:**

Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

**Measurement Type:**

Tier-1 Low  
Tier-2 None

**Benchmark:**

Parity with Ameritech Retail.

<b>76. Measurement</b>	
Average Trunk Restoration Interval – Interconnection Trunks	
<b>Definition:</b>	
Average time to repair interconnection trunks. This measure is based on calendar days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excludes non-measured tickets (CPE, Interexchange, or Information).</li> </ul>	
<b>Business Rules:</b>	
The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level. The stop time is when the report is cleared in WFA.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>911</li> <li>OS/DA</li> <li>SS7</li> <li>Interconnection Trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total trunk trouble reports}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity with Ameritech Retail.	

<b>77. Measurement</b>	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
<b>Definition:</b>	
The average time to restore service affecting trunk groups.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Ameritech.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Tandem trunk groups.</li> <li>• Non-Tandem trunk groups.</li> <li>• 911</li> <li>• OS/DA</li> <li>• SS7</li> <li>• Interconnection Trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] / \text{total service affecting trunk group trouble reports}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High	
Tier 2 – High	
<b>Benchmark:</b>	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

<b>78. Measurement:</b>	
Average Interconnection Trunk Installation Interval	
<b>Definition:</b>	
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Customer Requested due date greater than 20 Business Days</li> </ul>	
<b>Business Rules:</b>	
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Interconnection Trunks</li> <li>• SS7 Links</li> <li>• OS/DA</li> <li>• 911 Trunks</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{completion date of the trunk order} - \text{receipt date of complete and accurate ASR}) \div \text{total installed trunk orders}$	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity with Ameritech Retail	

## DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

<b>79. Measurement</b>	
Directory Assistance Grade Of Service	
<b>Definition:</b>	
Percentage of directory assistance calls answered within "X" seconds.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• &lt; 1.5 seconds</li> <li>• &lt; 2.5 seconds</li> <li>• &gt; 7.5 seconds</li> <li>• &gt; 10.0 seconds</li> <li>• &gt; 15.0 seconds</li> <li>• &gt; 20.0 seconds</li> <li>• &gt; 25.0 seconds</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Aggregate measurement. No benchmark required.	



<b>80. Measurement</b>	
Directory Assistance Average Speed Of Answer	
<b>Definition:</b>	
The average time a customer is in queue.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
Total queue time ÷ total calls answered	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – Low	
<b>Benchmark:</b>	
7.0 seconds.	

<b>81. Measurement</b>	
Operator Services Grade Of Service	
<b>Definition:</b>	
Percentage of operator services calls answered within "X" seconds.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• &lt; 1.5 seconds</li> <li>• &lt; 2.5 seconds</li> <li>• &gt; 7.5 seconds</li> <li>• &gt; 10.0 seconds</li> <li>• &gt; 15.0 seconds</li> <li>• &gt; 20.0 seconds</li> <li>• &gt; 25.0 seconds</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Aggregate measurement. No benchmark required.	

<b>82. Measurement</b>	
Operator Services Speed Of Answer	
<b>Definition:</b>	
The average time a customer is in queue.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
Total queue time ÷ total calls answered.	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – Low	
<b>Benchmark:</b>	
3.6 seconds.	

<b>83. Measurement</b>	
Percentage of Calls Abandoned	
<b>Definition:</b>	
The percentage of calls where the customer hangs up while the call is in queue.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Ameritech generated test calls.</li> </ul>	
<b>Business Rules:</b>	
The clock runs on a 24 hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting period in quarter hour intervals.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>OS</li> <li>DA</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of calls abandoned ÷ number of operator positions available) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
<b>Measurement Type:</b>	
Tier 1 – None	
Tier 2 – None	
<b>Benchmark:</b>	
Aggregate measurement. No benchmark required.	

<b>84. Measurement – CLEC Requested Removal</b>	
Percentage of Calls Deflected	
<b>Definition:</b>	
<b>Exclusions:</b>	
•	
<b>Business Rules:</b>	
<b>Levels of Disaggregation:</b>	
•	
•	
<b>Calculation:</b>	<b>Report Structure:</b>
<b>Measurement Type:</b>	
<b>Benchmark:</b>	

<b>85. Measurement – CLEC Requested Removal</b>	
Average Work Time	
<b>Definition:</b>	
<b>Exclusions:</b>	
•	
<b>Business Rules:</b>	
<b>Levels of Disaggregation:</b>	
•	
•	
<b>Calculation:</b>	<b>Report Structure:</b>
	..
<b>Measurement Type:</b>	
<b>Benchmark:</b>	

<b>86. Measurement – CLEC Requested Removal</b>	
<b>Definition:</b>	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	
<b>Business Rules:</b>	
<b>Levels of Disaggregation:</b>	
<b>Calculation:</b>	<b>Report Structure:</b>
<b>Measurement Type:</b>	
<b>Benchmark:</b>	

## INTERIM NUMBER PORTABILITY (INP)

<b>87. Measurement</b>	
Percentage Installation Completed Within "X" (3, 7, 10) Days	
<b>Definition:</b>	
Percentage of installations completed within "x" (3, 7, 10) business days.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excludes customer caused misses.</li> <li>Excludes customer requested due dates greater than "x" (3, 7, 10) business days.</li> <li>Excludes Weekends and Holidays.</li> </ul>	
<b>Business Rules:</b>	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The orders are flagged as INP by USOC codes on the order.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>1-10 numbers</li> <li>11-20 numbers</li> <li>&gt;20</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total INP orders installed within "x" (3, 7, 10) business days ÷ total INP orders within "x" (3, 7, 10) business days.	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 — None	
Tier 2 — None	
<b>Benchmark:</b>	
90% within "X" business days	
<ul style="list-style-type: none"> <li>1-10 numbers (3 days)</li> <li>11-20 numbers (7 days)</li> <li>&gt;20 (10 days)</li> </ul>	
<b>Notes:</b>	
This measure is not technically feasible to implement as Ameritech does not offer INP.	



<b>88. Measurement</b>	
Average INP Installation Interval	
<b>Definition:</b>	
Average business days from application date to completion date for INP orders.	
<b>Exclusions:</b>	
Excludes customer requested due dates greater than the Ameritech standard interval.	
<b>Business Rules:</b>	
See Measurement No. 87	
<b>Levels of Disaggregation:</b>	
See Measurement No. 87	
<b>Calculation:</b>	<b>Report Structure:</b>
(Total business days from application to completion date for INP orders ÷ total INP orders) * 100	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 — Low	
Tier 2 — None	
<b>Benchmark:</b>	
For calculation of Tier 1 damages, see Measurement No. 87. The benchmark will be established during the 6 month review.	
<b>Notes:</b>	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

<b>89. Measurement</b>	
Percentage INP Only I Reports Within 30 Days	
<b>Definition:</b>	
Percentage of INP N, T, C orders that receive a network customer trouble report.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Excludes customer provided equipment (CPE) or wiring within 30 calendar days of service order completion.</li> <li>Excludes subsequent reports and all disposition "13" reports (excludable reports), with the exception of 1316, unless the trouble report is taken prior to completion of the service order.</li> </ul>	
<b>Business Rules:</b>	
A trouble report is counted if it is mechanically flagged in LMOS as a trouble report that had a service completion within 30 days. The tickets are flagged as INP by matching the telephone number and order number against an order that is marked as INP based on the USOC codes on the order.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of INP N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total INP N, T, C orders (excludes trouble reports received on the due date)) * 100	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 — Medium	
Tier 2 — None	
<b>Benchmark:</b>	
Parity with Ameritech POTS NFW I reports within 30 days.	
<b>Notes:</b>	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

<b>90. Measurement</b>	
Percentage Missed Due Dates (INP Only)	
<b>Definition:</b>	
Percentage of INP N, T, and C orders where installations are not completed by the negotiated due date.	
<b>Exclusions:</b>	
Excludes customer caused misses.	
<b>Business Rules:</b>	
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity, which stops the clock.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of INP N, T, C orders with missed due dates excluding customer caused misses ÷ total number of INP N, T, C orders) *100	Reported for CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 Medium Tier 2 None	
<b>Benchmark:</b>	
Parity with Ameritech POTS NFW percent missed due dates.	
<b>Notes:</b>	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

# LOCAL NUMBER PORTABILITY (LNP)

<b>91. Measurement:</b>	
Percentage of LNP Only Due Dates within Industry Guidelines	
<b>Definition:</b>	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC caused or requested delays.</li> <li>• NPAC caused delays unless caused by Ameritech.</li> <li>• CLEC requested Due Dates outside industry guidelines.</li> </ul>	
<b>Business Rules:</b>	
<p>Industry guidelines for due dates for LNP are as follows:</p> <ul style="list-style-type: none"> <li>• For Offices in which NXXs are previously opened – 3 Business Days.</li> <li>• New NXX – 5 Business days on LNP capable NXX.</li> <li>• Day after new NXX is opened – 4 Business days.</li> </ul> <p>The above-noted due dates are from the date of the FOC issuance .</p> <p>For partial LNP conversions that require restructuring of a customer account:</p> <ul style="list-style-type: none"> <li>• 1- 100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new.</li> <li>• &gt; 100 TNs, including entire NXX: The due dates are negotiated.</li> </ul>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• NXXs Completed</li> <li>• NXXs Partial (1- 100).</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of LNP TNs implemented within Industry guidelines ÷ total LNP TNs) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type:</b>	
<p>Tier 1 – None</p> <p>Tier 2 – None</p>	
<b>Benchmark:</b>	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

<b>92. Measurement:</b>	
Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	
<b>Definition:</b>	
Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• CLEC caused or requested delays.</li> <li>• NPAC caused delays unless caused by Ameritech.</li> <li>• Cases where Ameritech did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of Ameritech's release request. In these cases, Ameritech may have to re-work to release the TN so it can be ported to meet the due date.</li> </ul>	
<b>Business Rules:</b>	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total LNP TNs for which the subscription was released) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

<b>93. Measurement:</b>	
Percentage of Customer Accounts Restructured by the LNP Due Date	
<b>Definition:</b>	
Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
<ul style="list-style-type: none"> <li>• See Measurement No. 91.</li> <li>• This measure is for partial LNPs only.</li> </ul> Note: Ameritech restructures the account on the same order as the provisioning.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(# of LNP orders that were restructured by LNP due date) ÷ (total LNP orders that require customer accounts to be restructured) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
<b>Measurement Type</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
96.5%	

<b>94. Measurement:</b>
Percentage FOCs Returned Within "X" Hours
<b>Definition:</b>
Percentage of FOCs returned within a specified time frame from receipt of complete and accurate LNP or LNP with Loop service request to return of confirmation to CLEC.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Rejected orders.</li> <li>• Ameritech retail disconnect orders in conjunction with wholesale migrations.</li> <li>• Orders involving major projects. For Resale and CPO a project is defined as &gt; 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as &gt; 100 lines, trunks, circuits, and/or telephone numbers.</li> <li>• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.</li> </ul>
<b>Business Rules:</b>
See Business Rule for Measure 5.